



FAIRFAX COUNTY
PUBLIC SCHOOLS

ADDENDUM

Department of Financial Services

Office of Procurement Services
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JAN 24 2013

ADDENDUM NO. 1

TO: ALL PROSPECTIVE OFFERORS
REFERENCE: RFP2000000592
FOR: Enterprise Hardware RFP
CLOSING DATE/TIME: February 14, 2013, 2:00 PM

The referenced Request for Proposal is amended as follows:

1. A new Section 1.3 will be added:

1.3 Justification for No-Substitutes.

FCPS has spent the past decade purposely building a standardized support model that provides exceptional customer service and response/restoration times to its end users. The core of this starts with being deeply and directly involved with the FCPS standard hardware manufacturers, HP & Dell in terms of the support and services provided to FCPS IT Field Services technicians. This includes but is not limited to new product training, technical support, and parts fulfillment. FCPS IT Field Services technicians are Dell and HP certified. FCPS is also enrolled in and relies on the HP Self Maintainer and Dell Online Self Dispatch in-warranty programs which compensate FCPS for services rendered.

To introduce another manufacturer would require additional time and funding not currently available for a conversion in a school district as large as FCPS. As stated in this RFP the current inventory contains 100,000 Dell and HP desktops and laptops, 1,500 HP servers, and 7,500 HP printers. Continuity of service is critical. FCPS also relies on the compatibility and uniformity of associated peripherals (power adapters, docking stations) throughout our large school district.

Given the aforementioned issues, budget climate and level of effort required, a conversion on standard platforms is not in best interest of FCPS. Additionally, extensive competition exists among Dell and HP resellers and is not limited in any way.

2. The header of pages 2-27 shall be modified to include "SPECIAL PROVISIONS" at the top of each page.

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3. Special Provisions, Paragraph 12, Technical Proposal Instructions is modified as follows:

- H. **TAB 8 – MARKETPLACE:** In this section, Offeror shall describe its capability and experience with an Enterprise Resource Planning System (ERP) and/or a punch-out catalog with customer's standard equipment offerings, including pricing.
- I. **TAB 9 – REPORTS AND INVOICING:** This section will be comprised of a statement and discussion of items listed in this section. This should include Offeror's ability to provide reports listed and invoices as outlined in Special Provisions, paragraph 11.
- J. **TAB 10 – ALTERNATIVE APPROACH/TREATMENT OF THE ISSUES:** In this section, the Offeror may also comment if deemed appropriate, on any aspect of the Request for Proposal, including suggestions on possible alternative approaches to the coverage, definition, development, and organization of the issues presented and may propose alternative approaches.

4. Special Provisions, Paragraph 7.4.K.2 is replaced as follows:

- 2. For example, a high priority change request is submitted at 9:00 AM on a Monday, a satisfactory response would be no later than 9:00 AM Tuesday, with completion prior to 9:00 AM Wednesday.

If the actual response is made at 10:00 AM Tuesday, the response time is (9) nine hours and a response violation has occurred. If the same change request is not completed or resolved until 10:00 AM Wednesday, the completion time is 17 hours, and a completion violation has occurred. Therefore, a one (1) day response violation and a (1) day completion violation will be assessed. The SLA penalty for this change request will be two (2) days @ \$25.00 per day, totaling a credit of \$50.00.

Note: Habitual offenses, continually failing to meet response and/or completion time requirements, will justify cause for termination of contract.

The following questions and answers were captured at the Pre-Proposal Conference held on January 14, 2013:

- Q.1 Does FCPS have any special font requirements?
- A.1 FCPS does not have special font requirements for proposal responses. Offerors may submit electronic copies of the technical proposal as one file, and the cost proposal in a separate file. (Ref. Special Provisions, Paragraph 12, 13 and 21)
- Q.2 What file requirements does FCPS prefer?
- A.2 Offerors may submit electronic documents in PDF format. Media may be DVD or Flash drive.
- Q.3 Would FCPS prefer Offerors specifically layout any manufacturer prices that may vary due to special discounts?
- A.3 Offerors should provide the pricing requested in the Pricing Summary in Attachment D to the RFP, as well as any special pricing, offers or incentives it feels would be beneficial to FCPS.

Q.4 Does Dell have any special pricing programs?

A.4 No special pricing programs exist for Dell.

Q.5 Does FCPS have any small business goals?

A.5 FCPS does not have set asides for small businesses; however we do track this information. (Reference, Appendix B, Business Classification)

Q.6 What if there are more questions following the Pre- Proposal Conference?

A.6 Please email Michelle Hoilman, mrhoilman@fcps.edu. Response to questions will be provided and an Addendum to the RFP may be issued. (Ref. Special Provisions, Paragraph 19.1)

Q.7 When is the last date for submitting additional questions?

A.7 Questions should be submitted no later than Monday, February 11th, 2013 which is 3 days prior to the RFP closing date. This will allow time for responses and the issuance of an Addendum, if necessary. (Reference Special Provisions, Paragraph 21.2)

Q.8 How does FCPS handle a small business which goes "Out Of Business" within the contractual period in a multiple award contract scenario?

A.8 Pursuant to Special Provisions, Paragraph 24.1, multiple awards are permitted. If a Contractor is unable to fulfill its obligations under the resultant contract, FCPS would utilize a secondary award, if available, or re-compete the requirement in a new solicitation.

Q.9 Does every employee need to sign the Vendor Code of Conduct?

A.9 Upon contract award, each employee will be required to meet with Department of Information Technology Field Services staff but it is not necessary in the proposal response. This can be verified by a company official and the process can be completed after the contract has been awarded.

Q.10 How does FCPS add additional technology, such as tablets, after the contract is awarded?

A.10 FCPS has included the ability to purchase a media tablet, see Special Provisions, Paragraph 6.1 Computer Equipment. Other technologies can be added via Amendment as appropriate. (Reference Special Provisions, Paragraph 27.1)

Q.11 Our firm does not have direct local government experience, are we qualified to submit a proposal?

A.11 Only Offerors which meet the pre-qualifications set forth in Special Provisions, Paragraph 4.1A will be considered.

Q.12 Do you have the RFP in MS Word format?

A.12 Please email Michelle Hoilman to request a copy of the RFP in MS Word.

Q.13 As far as parts, what if there are constraints on the parts availability due to circumstances beyond the Contractor's control (e.g., a force majeure event like a tsunami)?

A.13 In the event of an industry impacting event or supply chain problem, please notify FCPS as soon as possible. Exceptions can be made for force majeure events. FCPS would expect successful Offerors to work with FCPS to develop an interim solution. (Reference, General Conditions and Instructions to Bidders, Paragraph 38)

Q.14 Can you describe your imaging process?

A.14 FCPS provides images to the vendor in ghost format. Currently FCPS has 10 High School, 6 Middle School, and 1 Elementary School images.

Q.15 Does the RFP include Thin Clients and services for a Thin Client Solution?

A.15 FCPS included language about thin clients as a potential future need but are interested specifically in HP and Dell products within this category. (Ref. Special Provisions, Paragraph 6.1 Computer Equipment)

Q.16 Being that Dell and HP do Network, Server and End User Client (Thin, PC's, Laptops and Tablets/Mobile Devices), is this RFP being piece-mealed for best of breed or best pricing?

A.16 FCPS is interested in the best value within the categories and manufacturers we have identified.

Q.17 The RFP states that it is for the provision of Dell and Hewlett-Packard (HP) computer hardware, peripherals, repair services, repair parts, and related services for Fairfax County Public Schools. Our analysis of the RFP and the specifications for each system revealed no rationale for the specification to use only either Dell and/or HP equipment.

A.17 Reference item #1 in this Addendum which will add a Justification for No-Substitutes provision as Special Provisions, Paragraph 1.3 to the RFP.

Q.18 Please clarify the statement made in Part II section 7.1 as it relates to the vendor support offering: IT Field Services will use the awarded contract as a back-up source and peak-period resource supplement. Approximately 95% of these repair requests are for printers; the balance is for other computing devices. Can vendors respond as only back-up source for printers?

A.18 Offerors may respond to any or all three Parts (Ref. Special Provisions, Paragraph 1.2) of this RFP. Last year approximately 2,800 change requests (work orders) were handled by the current vendor. Approximately 125 of those change requests were for servers. No change requests for laptop or desktop computers were sent to the vendor. Thus, the vast majority of change requests are for printers only. FCPS does not internally support printers and relies on the vendor as a primary source of printer support.

Q.19 If Offerors are to respond as back-up source for printer calls, will FCPS waive certain non-printer support requirements such as server staff certifications and parts stocking (e.g., items 7.2- C.2 Technical Staff; 7.6.D Inventory Requirements)

A.19 FCPS requires that vendors are compliant with the stated SLA's. This provision is included to ensure that by having the proper parts selection and certified technicians, the SLA's will be met. If an Offeror is only responding to a specific category of Hardware, (i.e., only printers) FCPS will not require Offeror to have certified technicians in the other areas such as servers or desktop computers.

Q.20 In regard to Part II Service of Hardware: Is FCPS' intent to award a back-up printer support contract or a comprehensive support contract for desktops, laptops, servers, printers, monitors, and other peripherals?

A.20 Reference question 18 and 19 above. Also, FCPS may make multiple awards (Ref. Special Provisions, Paragraph 24).

- Q.21 Please provide total call volumes handled by FCPS vs. transferred to back-up source for the last year.
- A.21 FCPS processed 2,800 printer change requests last year to the current vendor.
- Q.22 Please indicate call volumes per category for the last year serviced by FCPS vs. Contractor:
- A.22 FCPS provided in house resources for:
- | | |
|-------------------------|--------|
| • PC – Desktop / Laptop | 31,438 |
| • Server | 225 |
| • Printer | 25 |
- FCPS used the Contractor for:
- | | |
|-----------------------|-------|
| • PC – Desktop/Laptop | 0 |
| • Server | 125 |
| • Printer | 2,800 |
- Q.23 How does FCPS want pricing supplied? RFP states that vendor must supply price breakdown for services by hourly rates. RFP also states that vendor must detail cost between in-warranty and out of warranty support (which typically indicates a price per unit).
- A.23 Pricing should be in hourly rates (Ref. Pricing Summary, Attachment D, Part II). FCPS expects to pay a strict hourly rate for all out of warranty repairs.
- Q.24 Please provide historical percentage of calls by SLA category.
- A.24 The historical SLA call breakdown is the same for in and out of warranty services:
- | | |
|------------|---------------|
| • Critical | less than 1% |
| • High | less than 2% |
| • Medium | more than 90% |
| • Low | less than 2% |
| • Depot | less than 1% |
- Q.25 On page 5, Section 7.1 of the RFP it states that "FCPS IT Field Services will use the awarded contract as a back-up source and peak-period resource supplement and approximately 95% of repair requests are for printers; the balance is for other computing devices." What are the volumes for the number of service tickets that were provided to the back-up vendor for the previous year? What are the anticipated volumes for the backup vendor going forward for the contract duration?
- A.25 FCPS had approximately 2,500 printer requests sent to the vendor last year. We do not anticipate any increase in call volume for the coming year.
- Q.26 Can and will FCPS provide volume information on the number of service tickets that were provided to the back-up vendor for the previous year by product type (i.e. server, laptop, desktop, printer and peripherals) and by service level (Critical, High, Medium, Low and Depot)? Can you provide the anticipated volumes for the backup vendor going forward broken down by product type and service level?
- A.26 Breakdown by SLA type is provided in Question 24 above. Breakdown by equipment type is as follows:
- | | |
|-------------------------|----------------------------------|
| <u>By product type</u> | <u>Number of Change Requests</u> |
| • PC – Desktop / Laptop | 0 |
| • Server- about | 125 |
| • Printer | 2,800 |

Q.27 What percentage of products are in-warranty verses out-of-warranty? Can FCPS provide this breakdown by product type (desktop, laptop, server and printers)?

A.27 Below is a representation of approximate change requests broken down in and out of warranty.

<u>By product type</u>	<u>In Warranty</u>	<u>Out of Warranty</u>
• PC – Desktop / Laptop	0	0
• Server- about	0	125
• Printer	600	2,200

Q.28 On Page 8, Section K1, it states that for Low, Medium and High service levels the Contractor will be assessed a \$25.00 penalty per incident for each day that exceeds the required response and/or complete times and for Critical it will be \$25.00 for each hour. On page 8, Section K2, it provides an example that is a High service level and the penalty is assessed per hour. QUESTION: Please confirm if the penalty for the High service level is for each hour or day that exceeds the required response and/or completion times.

A.28 Reference item #4 in this Addendum for modified RFP language. To clarify, for critical service levels there is a \$25 per hour penalty until service is completed to FCPS satisfaction. For low, medium and high service levels there is a \$25 per day penalty assessed for each day that exceeds the specified response or completion times.

Q.29 Is the High service level 8 hour response and 16 hours completion, or 9 hours response and 18 hours completion? The chart on page 6 has 8 hours response and 16 hours completion but the example provided on Page 8, section K2 seems to imply 9 hours response and 18 hours completion.

A.29 The purpose of this example is to illustrate a response that does not meet SLA, thus a SLA penalty will be applied.

Q.30 Does FCPS require pricing quoted for the value added services as the value added services are not listed in the pricing summary?

A.30 Value added services are referenced on Attachment D, Pricing Summary under Part I- Hardware. Offerors may provide more detailed information for Value-Added Services as applicable.

Q.31 6.3. COMPUTER PARTS LIST states "Offeror shall provide a manufacturer certified and consolidated "parts list" for parts pertaining to then-current and future standard Hardware platforms to include any generation updates or revisions." QUESTION: Can FCPS please provide the system models requiring a parts list? Aside from part number and part description is there anything else required in "parts list"?

A.31 For reference, the FCPS standard configurations include HP desktops 6300 series and, Z220, Dell models: 6430, 6530, 6230.

Q.32 PART III: HARDWARE OEM AND REMANUFACTURERD PARTS: 8.1 states "Equipment Supported: Dell laptops (models D600, D610, D620, D630, E6400, E6410, E6420, LATITUDE XT3), HP desktops (models D530, DC5100, 6000PRO, and 6200PRO), and HP Proliant servers (model DL380 G4 and higher)", and 8.5 letter A. states "FCPS requires that delivery for Parts be made at destination within five (5) business days after receipt of order (ARO), for stocked items and fifteen (15) business days ARO for non-stocked items. If an Offeror cannot deliver these items within that

- time frame Offeror must specify a time frame, IN DAYS, on the Pricing Summary within which delivery will be made after receipt of order (ARO). Where no delivery time is entered, it is understood that delivery will be five (5) business days ARO for stocked items and fifteen (15) business days ARO for non-stocked items. Indefinite terms such as "promptly," "stock," "without delay," etc., will not be given consideration." QUESTION: What is considered non-stocked items? We don't have a backlog system in place, therefore orders are only placed once material is available and allocated. Parts not available should come with an ETA for when they will be available for sale. Is this acceptable?
- A.32 FCPS has a stockroom where stock parts are kept for most platforms. FCPS does not expect to wait weeks for parts, but does understand extenuating circumstances. Special order parts have a longer window for receipt. Please notify FCPS should there be a concern about the ability to meet delivery requirements.
- Q.33 Section 8.6. states "In addition to Offeror's ability to meet the requirements herein, FCPS will consider alternative approaches as the ongoing support and ability to obtain legacy parts is difficult. (Reference Special Provisions, Paragraph 12.1.I, Tab 9)". QUESTION: Can and will FCPS provide a forecasted need for parts identified as EOL or EOP for 6-12 months if not longer?
- A. 33 FCPS can provide a forecast upon award of contract.
- Q.34 The Price summary for Dell parts lists "KEYBOARD (D610) P1968". Part number P1968 is a kit part made up of two child parts H4406 and X0992. QUESTION: Dell's spare parts may not offer this as a kit part P1968 but instead the 2 child parts to be kitted by the customer during installation. Is this acceptable?
- A.34 Yes, this is acceptable.
- Q.35 Are substitute or equivalent parts acceptable to FCPS? (Example: LCD,14.0HDF,LED,LVDS,AG,CMI,(E6420) KJ303 is equivalent to part GJ475 LCD,14.0HDF,LED,LVDS,AG,AUO)
- A.35 FCPS will accept substitute or equivalent parts, if pre-approved. Regardless of name brand or substitute parts, FCPS expects all Warranty provisions to be upheld.
- Q.36 If the requested hard drive is unavailable, can we offer a larger size or faster hard drive in its place?
- A.36 FCPS will accept a replacement on a case by case basis and only with prior approval.
- Q.37 Regarding section 9.16.C Invoicing. This section states "FCPS requires one invoice for each purchase order", however this appears to contradict section 11.1 A, which has language suggesting partial invoices are required. Please clarify.
- A.37 FCPS requires one invoice for each purchase order.
- Q.38 Section 12. TECHNICAL PROPOSAL INSTRUCTIONS, H. TAB 8 – REPORTS AND INVOICING – There is a reference to providing a response to "Special Provisions, paragraph 1". There is no section titled "Special Provisions" but assuming you meant to refer to "11. Invoicing/Reports".
- A.38. See item #3 of this Addendum, change reference to paragraph 11.

Q.39 Can you provide an estimate on the parts inventory held by FCPS or its current contractor?

A.39 FCPS has approx 1,400 part numbers to support its computer inventory. FCPS does not have inventory information from the current vendor.

Q.40 Based on your annual procurement rate of 10,700 new systems annually, your life-cycle for your equipment is approximately 10 years on average. Is that correct? Or, can you provide us with your projected refresh schedule?

A.40 Dependent on budgetary constraints, FCPS refresh is approximately 5 years.

Q.41 Are Apple iPads part of this in any way?

A.41 No.

Q.42 Will there be multiple awards for the support services?

A.42 Reference Special Provisions, Paragraph 24, Basis of Award, multiple awards may be made.

All other terms and conditions remain unchanged.



Ron Shoram, CPPB
Purchasing Supervisor

THIS ADDENDUM IS ACKNOWLEDGED AND IS CONSIDERED A PART OF THE SUBJECT REQUEST FOR PROPOSAL:

Name of Firm

(Signature)

(Date)

TWO SIGNED COPIES MUST BE RETURNED PRIOR TO DATE/TIME OF CLOSING OR MUST ACCOMPANY OFFEROR'S PROPOSAL.

Note: SIGNATURE ON THIS ADDENDUM DOES NOT SUBSTITUTE FOR YOUR SIGNATURE ON THE ORIGINAL PROPOSAL DOCUMENT. THE ORIGINAL PROPOSAL DOCUMENT MUST BE SIGNED.